

Catawba County Emergency Medical Services

Transfer Guidelines (for Telecommunicators)

These are guidelines for telecommunicators when handling transfers both in county and out of county.

- The Specialty Services Coordinator is responsible for scheduling and assigning transfers during normal business hours.
- The Specialty Services Coordinator will notify the Communication Center when he / she is unavailable and will transfer the telephone to the Communication Center.
- Dispatch Guidelines
 - 3-Medic-42, 3-Medic-45 and 3-Medic-46 will typically handle scheduled transfers between the hours of 0900 and 1700.
 - When the volume is such that 3-Medic-42, 3-Medic-45 and 3-Medic-46 cannot handle the load, the Specialty Services Coordinator or Telecommunicator will notify the on-duty Shift Supervisor for assistance.
- When Specialty Service unit are unavailable the following guideline will be utilized:
 - In-County
 - Based on the location where the transfer will terminate (i.e., a transfer going from Frye Regional Medical Center to Maiden is the responsibility of 3-Medic-3)
 - Adjacent County (Alexander, Burke, Caldwell, Iredell, and Lincoln Counties)
 - Based on what unit can travel from the destination back to their response area the quickest (i.e., a transfer going from Frye Regional Medical Center to Denver is the responsibility of 3-Medic-7)
 - Out-of-County (More than one county away)
 - Based on the following chart:

Originating Facility	1 st Out		2 nd Out
	Even Dates	Odd Dates	
Frye Regional Medical Center	3-Medic-11	3-Medic-1	3-Medic-2
Catawba Valley Medical Center	3-Medic-4	3-Medic-5	3-Medic-3

- Transfers from Catawba Valley Medical Center to Frye Regional Medical Center are the responsibility of 3-Medic-2. If 3-Medic-2 is not available, the next closest available unit will be dispatched.
- The Out-of-County chart above will be utilized for all unscheduled transfers, no matter the time of the day.